

DO YOU HAVE A COMPLAINT?

WE WANT TO HEAR ABOUT IT!



Family Transition Place (FTP) staff place a high value on working effectively and cooperatively with you. We want to hear any questions, concerns and objections you may have about your involvement with us. We also want you to know about our **COMPLAINT PROCESS**. Your complaint will not negatively affect how you are treated at FTP or your access to service.

1. What do I do when I am unhappy about something having to do with the services or the actions of a staff person?

Please know that you are welcome to speak directly to the staff about what is concerning you. Staff will likely address the problem promptly. The staff person may need to speak to other members of the team and/or their supervisor in order to resolve the problem.

2. What do I do if I do not feel comfortable speaking to the staff involved about the problem?

If you do not feel comfortable speaking about the problem to the staff involved, or if you did speak to the staff involved, but feel that the problem was not solved, you may speak directly to a **Supervisor** or **Manager**.

(519) 941-4357

(905) 584-4357

or

1-800-265-9178

3. How will the Supervisor or Manager help to resolve the problem?

The Supervisor or Manager will work with you and the staff to resolve the problem as appropriately and quickly as possible.

4. What do I do if I am unhappy with the outcome of my discussions with the Supervisor or Manager?

You have the right to speak directly to the **Executive Director**

5. What will happen if I speak to the Executive Director?

The Executive Director (ED) will ask you to put in writing your opinion about the problem, the actions taken so far, and why you are unhappy with the outcome. The ED will arrange to meet with you within 14 days to review your written complaint. The ED will speak with involved staff and may invite them to a meeting with you. The ED will respond to you, in writing within seven (7) working days of the meeting, advising you of the decision and any action to be taken.

6. What do I do if I am unhappy with the outcome of the meeting with the Executive Director?

You may appeal the decision, in writing, to the President of the Board of Directors within seven (7) days of the Executive Director's decision. Your written appeal should include all information and decisions to date.

The President of the Board of Directors will respond, in writing, to all parties within five (5) days confirming your intention to appeal and the date / time of an appeal hearing.

The President of the Board of Directors will meet with you and the other concerned parties within 14 days of receiving the appeal and will provide a written decision within seven (7) days of the meeting.

7. What do I do if I am unhappy with the outcome of the appeal meeting with the President of the Board?

If you are unhappy with the results of the appeal meeting with the President of the Board, you may contact the Area Manager of the government Ministry which funds the service or your local Member of Provincial Parliament.